

# VOICE MAIL QUICK REFERENCE GUIDE

## INITIALIZE YOUR VOICE MAIL:

Your voice mailbox must first be initialized before it can be used. Press the **VMAccess** key. When the system answers, enter your **password** (same as your extension and mailbox #) followed by the #. You will then be prompted to enter a new **password** followed by the # key if you do not want a password, just press #. It will instruct you to enter New password again and press #, to accept press # again.



Voice mail will then ask you to record your name for the company directory (**first and last name only**). The system then introduces the voice mail to you – please listen until it says your mailbox is now set up and follow the options below:

## TO RECORD A PERSONAL GREETING:

Press **4** for personal options.  
Press **1** to record greetings.  
Press **1** for primary greeting.

EXAMPLE: Hello, you have reached the desk of (*insert name*). I am either away from my desk or on another call. Please leave your name, number, and a detailed message. I will return your call as soon as possible.

## TO RETRIEVE YOUR MESSAGES:

When you have messages, your **MSG**  key will light. **Lift your handset** or press the **SPKR** key and press the **MSG**  key. Voice mail will then ask you to enter your **password** #. Follow the prompts from there.

If you are calling your voice mailbox from an outside telephone, dial the direct line to voice mail. When voice mail answers, press the \* key and follow the prompts.

## TRANSFERRING A CALLER TO SOMEONE'S VOICE MAIL: DO NOT PUT THE CALLER ON HOLD

Press the **TRANSFER** key and press **VMAIL** button. When voice mail answers, enter the **Extension number** and hang up.